

Our ref: 708,662

Your ref:

[REDACTED]
Via email

[REDACTED]
Head of ICT Service Delivery
Highways Agency
Lateral
8 City Walk
Leeds
LS11 9AT

31 July 2014

Freedom of Information

Dear [REDACTED]

I refer to your request under the Freedom of Information Act 2000 for information about fixed telephony, broadband and WAN contract information. The responses to your questions are below.

Contract 1

1. **Current Fixed Line (Voice Circuits) Provider-** Supplier's name, if there is not information available please can you provide further insight into why?

Answer: The Highways Agency is currently in transition from Atos Origin to Unify. We aim to complete this transition by December 2014.

2. **Fixed Line - Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers.

Answer: The contract renewal date is June 2018.

3. **Fixed Line - Contract Duration-** the number of years the contract is for each supplier.

Answer: This is a 5 year contract.

4. **Type of Lines-** Please can you split the type of lines per each supplier? PSN, Analogue, SIP

Answer: The Highways Agency uses PSN lines.

5. **Number of Lines-** Please can you split the number of lines per each supplier? SIP trunks, PSN Lines, Analogue Lines

Answer: We are not able to provide this information within the FOI cost/time limit.

Contract 2

6. **Minutes/Landline Provider-** Supplier's name (Fixed Voice not Mobiles) if there is not information available please can you provide further insight into why?

Answer: The Highways Agency is currently in transition from Atos Origin to Unify. We aim to complete this transition by December 2014.

7. **Minutes/Landline Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract.

Answer: The contract renewal date is June 2018.

8. **Minutes Landline Monthly Spend- Monthly average spend. An estimate or average is acceptable.**

Answer: The Highways Agency spends approximately £13,500 per month on landlines.

9. **Minute's Landlines Contract Duration-** the number of years the contract is with the supplier.

Answer: This is a 5 year contract.

10. **Number of Extensions-** Please state the number of telephone extensions the organisation currently has. An estimate or average is acceptable.

Answer: We are not able to provide this information within the FOI cost/time limit.

Contract 3

11. **Fixed Broadband Provider-** Supplier's name. If there is not information available please can you provide further insight into why?

Answer: The Highways Agency is currently in transition from Atos Origin to Thales. We aim to complete this transition by September 2014.

12. **Fixed Broadband Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers.

Answer: The contract renewal date is December 2018.

13. **Fixed Broadband Annual Average Spend-** Annual average spend. An estimate or average is acceptable.

Answer: The Highways Agency spends approximately £546,000 per year on broadband.

14. **VOIP/PBX Installation Date of the organisation's primary telephone system-** please provide day, month and year (month and year is also acceptable).

Answer: VOIP/PBX have been rolled across the Highways Agency at various points between 2006 and 2010 across the 51 different locations on our estate. They are due for Replacement from November 2014.

Contract 4

15. **WAN Provider-** please provide me with the main supplier(s). If there is not information available please can you provide further insight into why?

Answer: The Highways Agency is currently in transition from Atos Origin to Thales. We aim to complete this transition by September 2014.

16. **WAN Contract Renewal Date-** please provide day, month and year (month and year is also acceptable). If this is a rolling contract please provide me with the rolling date of the contract. If there is more than one supplier please split the renewal dates up into however many suppliers

Answer: The contract renewal date is December 2018.

17. **WAN Annual Average Spend-** Annual average spend. An estimate or average is acceptable.

Answer: The Highways Agency spends approximately £798,000 per year on WAN.

18. **Internal Contact:** please can you send me there full contact details including contact number and email and job title.

Richard Willson is the Head of the Operations and Support Division which manages our ICT infrastructure. He can be contacted via the Highways Agency Information Line on 0300 123 5000 or at ha_info@highways.gsi.gov.uk

In keeping with the spirit and effect of the legislation, all information is assumed to be releasable to the public unless exempt. We may therefore be publishing the information you requested, together with any related information that will provide a key to its wider context, via our website: <http://www.highways.gov.uk/>

If you are unhappy with the way we have handled your request you may ask for an internal review. Our internal review process is available at <http://www.highways.gov.uk/foiresponses/FOIresponses/8024.aspx>

If you require a print copy, please phone the Highways Agency Information Line on 0300 123 5000; or e-mail ha_info@highways.gsi.gov.uk . You should contact me if you wish to complain.

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner can be contacted at:

Information Commissioner's Office
Wycliffe House
Water Lane
Wilmslow
Cheshire
SK9 5AF

If you have any queries about this letter, please contact me. Please remember to quote the reference number above in any future communications.

Yours sincerely



Head of ICT Service Delivery